



Leading news Two key partnerships in new types of mobility



Keolis has recently strengthened its multimodal strategy via the new mobility market in France, by signing strategic partnerships with LeCab and Navya. LeCab is France's leading private taxi service and means that Keolis has increased its product offering in customised transport solutions. The partnership will also enable LeCab to accelerate growth outside the Paris region, thanks to Keolis' national network. The Group has also joined forces with Navya, a Lyon start-up that designs and manufactures collective transport vehicles that are 100% electric and driverless. Launched in October 2015, these innovative shuttle buses can transport up to 15 people and safely run at speeds of up to 45km/h. Keolis will operate the fleet of automatic shuttles and also partner with Navya for contract bids on short distance journeys. This transport mode is expected to become an important new type of mobility in the medium to long term.

Contact: segolene.deeley@keolis.com

Economic performance

UNITED KINGDOM

KAD Community Ambassadors win policing award



Keolis Amey Docklands' (KAD) Community Ambassador team has been recognised at the British Transport Police (BTP) Awards for

their work with schools and young people across the Docklands Light Railway network, preventing anti-social behaviour in the community.

The team won in the Anti-Social Behaviour Intervention of the Year category for their Youth Intervention Programme, created in collaboration with the local Peacock Gym, and BTP.

The team engage with hard-to-reach youths, who are at risk to themselves or others, via a series of interactive workshops and mentoring, giving them the skills to change their behaviour and the options to alter their paths in life.

This is a fantastic achievement, especially as it is the first time an external organisation has not only been shortlisted, but won a BTP award. Congratulations to the KAD Community Ambassadors!

Contact: ambassadors@keolisameydlr.co.uk

Corporate Social Responsibility

ASIA, MIDDLE EAST & AFRICA

India: A new Workforce of Women



Keolis Hyderabad recently held its first Workforce of Women (WOW) meeting, to address the issues facing women in the organisation, and ensure their working conditions allow them to perform to their full potential. Leila Frances, International Chief Commercial Officer, attended this first meeting and expressed her support for the initiative in bringing more female talent into the organisation: "We need gender diversity and to nurture the managers of today and the future." A new female employee achievement award has also been introduced, with the first award given to Sonam Shreya, Signaling Team Leader for her outstanding work in training the signaling team.

Contact: shalini.taneja@keolishyderabad.com

Employee Engagement

CONTINENTAL EUROPE

Netherlands: Syntus says thanks to happy customers



Syntus has achieved excellent results in the 2015 Public Transport Customer Barometer. Apeldoorn (central

Netherlands, with a population of approximately 155,000 people, and where Syntus operates the bus network), has been named the best public transport city network in the Netherlands, for the fourth time in a row! For the second time, Syntus' overall customer satisfaction rating of 7.6 out of 10, was also higher than the national average of 7.5.

Syntus scored particularly well in relation to accessibility, customer service, driving comfort, travel information, price and the convenience of buying a ticket. Safety in general and during travel was also reviewed positively.

To thank its customers, Syntus operated two brightly decorated 'Thank you' buses, complete with red carpet, waiters, and refreshments for passengers. [Click here to view the buses in action.](#)

The Public Transport Customer Barometer is the Netherlands' largest national research monitor, and bases its results on 90,000 passenger opinions. [Click here to view the full results for 2015.](#)

Contact: snijders@syntus.nl

Customer Satisfaction

Norway: Significant increase in tram patronage



Public transport patronage has increased significantly in Norway over the last few years. This trend continued in 2015 with a six percent increase on Keolis' Bergen tram network,

equivalent to a total of 9.9 million passengers. Patronage on buses also increased by three percent, and on boats by two percent. The population of Bergen increased by one percent during this time. The director of Skys, Bergen's transport authority, Oddmund Sylta, was particularly positive about the results for light rail, but highlighted the fact that it now struggles with capacity during peak hour. "We are therefore looking forward to the introduction of new, longer tram carriages, which will be operational in time for summer 2016," said Mr Sylta.

Contact: gry.miriam.olsen@keolis.no

Economic Performance

AUSTRALIA & NEW ZEALAND

Australia: YT manages 30 events in one weekend



March marked the end of the summer event season in Melbourne, with Yarra Trams delivering more than one million customers over

three months to world renowned events, including New Year's Eve, the Australian Open, Formula 1 Grand Prix and the International Flower & Garden Show.

The weekend of the Grand Prix (19-20 March) was the first time in recent history that Melbourne has hosted up to 30 events on one weekend, including three major international events.

This presented a significant challenge for the tram network, but after five months of planning, Yarra Trams worked with key stakeholders and event organisers to successfully move over 300,000 visitors to special events, in addition to the 500,000 customers who used regular services.

Yarra Trams manages an average of 1,000 special events per year, and therefore plays a critical role in maintaining Melbourne's reputation as the 'events capital of Australia'.

Contact: julia.stokes@yarratrams.com.au

Customer Satisfaction

CORPORATE

Strong growth for Keolis in 2015

Keolis recently announced its 2015 financial results, with a 12.2% increase in revenue, totalling €5 billion. Profitability (recurring EBITDA) also increased (+6.6%), totalling €296M. 2015 was an exceptional year for the Group internationally, with the successful launch of new contracts accounting for a 30% increase in revenue. France also performed well with a 4% increase in revenue, thanks to business development and the campaign against fare evasion. Keolis continued to deliver results well above the market average in 2015, whilst pursuing major acquisitions and the development of digital mobility solutions. [Click here to read the full press release.](#)

The new 'home' of keolis.com

We are pleased to announce that the design of the new homepage for keolis.com has now been finalised. Be one of the first to see it by [clicking here!](#)

Are you a KeoShare member?



Please take the time (it won't take more than 5 minutes!) to answer the [KeoShare survey](#) and tell us what you think can be improved!